



COUNTY OF SAN DIEGO
Great Government Through the General Management System – Quality, Timeliness, Value
DEPARTMENT OF HUMAN RESOURCES

CLASS SPECIFICATION

CLASSIFIED

CLAIMS AIDE

Class No. 002322

■ CLASSIFICATION PURPOSE

To perform paraprofessional work assisting claims representatives in carrying out their assigned duties, to analyze, review, and investigate public liability claims against the County; and to perform related work.

■ DISTINGUISHING CHARACTERISTICS

Claims Aide is a one-position class allocated to the Office of the County Counsel Liability Claims Section. Under direction, the incumbent is responsible for reviewing and processing liability tort claims, and performing the fiscal and accounting duties associated with liability claims and litigation in which the County is a named defendant.

■ FUNCTIONS

The examples of functions listed in the class specification(s) are representative but not necessarily exhaustive or descriptive of any one position in the class(es). Management is not precluded from assigning other related functions not listed herein if such duties are a logical assignment for the position.

Essential Functions:

1. Establishes and maintains claim files, logs, and indexes.
2. Processes appropriate documentation for liability claims.
3. Enters data into the County Law Claims Module, Oracle, and County Accounting Program for use by County Counsel, Risk Management, and operating departments.
4. Enters anticipated indemnity and expense reserves for possible settlements and/or future litigation.
5. Processes expenditures for claims and claim-related litigation cases, including settlement checks, jury fees, expert/consultant payments, deposition fees, witness fees, and other related legal expenditures.
6. Maintains a separate checking account for minor legal expenditures which involves issuing checks, reconciling accounts, and replenishing funds.
7. Reviews and prepares case documentation, files, financial records, and notes to support approval or disapproval of a claim by a representative.
8. Types and prepares routine correspondence and forms related to a claim.
9. Contacts departments for information and responds in writing to routine requests.
10. Utilizes computerized files to track claim activities and to enter new data.
11. Reviews and verifies information for accuracy and completeness.
12. Transcribes recorded statements.
13. Processes incident/accident and third party recovery reports to the appropriate claims representatives and department.
14. Provides responsive, high quality service to County employees, representatives of outside agencies and members of the public by providing accurate, complete and up-to-date information, in a courteous, efficient and timely manner.
15. Answers telephone calls from the public.
16. Photocopy documents and file when appropriate.

■ KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- Techniques used in collecting and organizing data used in the administration of liability claims.
- Mathematical computations in keeping, reviewing, and compiling statistical or financial records.
- Clerical accounting methods, forms, and techniques.
- Office practices and procedures related to the processing and recording of transactions and accounting or bookkeeping information.
- Computers and database programs.
- County customer service objectives and strategies.

Skills and Abilities to:

- Read, interpret and apply guidelines, rules, codes and procedures pertaining to liability tort claims.
- Perform basic office procedures.
- Locate and use resource materials accurately and efficiently.
- Establish and maintain effective working relationships with County staff, representative from other agencies, and the general public.
- Perform arithmetical calculations including percentages.
- Proofread accurately.
- Make routine decisions based on a given set of guidelines.
- Operate a personal computer and work with database and word processing computer software.
- Communicate effectively orally and in writing.
- Establish effective working relationships with management, employees, employee representatives and the public representing diverse cultures and backgrounds.
- Treat County employees, representatives of outside agencies and members of the public with courtesy and respect.
- Assess the customer's immediate needs and ensure customer's receipt of needed services through personal service or referral.
- Exercise appropriate judgment in answering questions and releasing information; analyze and project consequences of decisions and/or recommendations.

■ EDUCATION/EXPERIENCE

Education, training, and/or experience that demonstrate possession of the knowledge, skills and abilities listed above. Examples of qualifying education/experience are:

1. One (1) year of journey -level clerical experience within the last three (3) years, processing legal claims and/or performing bookkeeping, fiscal or statistical activities, OR
2. Two (2) years of post high school level accounting and business education course work, which must include twelve (12) semester units of accounting.

■ ESSENTIAL PHYSICAL CHARACTERISTICS

The physical characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of the classification(s). Reasonable accommodation may be made to enable an individual with qualified disabilities to perform the essential functions of a job, on a case-by-case basis.

Continuous upward and downward flexion of the neck. Frequent: sitting, repetitive use of hands to operate computers, printers and copiers.

■ SPECIAL NOTES, LICENSES, OR REQUIREMENTS

License

A valid California class C driver's license, which must be maintained throughout employment in this class, is required at time of appointment, or the ability to arrange necessary and timely transportation for field travel. Employees in this class may be required to use their own vehicle.

Certification/Registration

An ORIGINAL, unaltered typing certificate (no photocopies) for at least 50 net WPM with a maximum of five (5) errors. This certificate must state that the typing test was for at least five (5) minutes with 10 gross words penalty for each error. The certificate must not be more than two (2) years old from the date the application is filed.

Working Conditions

Office environment; exposure to computer screens.

Background Investigation

Must have a reputation for honesty and trustworthiness. Felony convictions will be disqualifying. Misdemeanor convictions may be disqualifying depending on type, number, severity, and recency. Prior to appointment, candidates will be subject to a thorough background investigation which may include a psychological, polygraph or other examination or test.

Probationary Period

Incumbents appointed to permanent positions in this class shall serve a probationary period of 12 months (Civil Service Rule 4.2.5).

New: December 17, 1986
Revised: November 27, 2000
Reviewed: Spring 2003
Reviewed: Spring 2004